



DeIDOT DBE Program

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Customer Service Survey

Please take a moment to help us improve your experience with DeIDOT's DBE Program. When you are finished, please fax, e-mail, or mail the questionnaire to our office.

Objective: To obtain feedback from owners of DBE firms and their employees on the value and type of services that the DeIDOT DBE Program and its Supportive Services provides.

Overall Customer Service

Are you aware that the DeIDOT DBE Program provides supportive service to certified DBE firms?

- ☐ Yes
☐ No

When you call the DBE Program Office, is the telephone answered in a professional manner?

- ☐ Yes
☐ No

When you contact the DBE Program Office by e-mail, do you receive a response within 24-hours?

- ☐ Yes
☐ No

When you contact the DBE Program Office, how often do you receive the assistance you need?

- ☐ Always
☐ Usually
☐ Seldom
☐ Never

How often do you contact our office for assistance?

- ☐ Never
☐ 1 to 4 times every six months
☐ 1 or 2 times a month
☐ Once a week

When you call the DBE Program Office, and are placed on hold, how long is your typical wait?

- ☐ Less than 30 seconds
☐ Less than 1 minute
☐ 1 to 3 minutes
☐ 3 to 5 minutes

When you leave a voicemail message, is your call returned within 24-hours?

- ☐ Yes
☐ No

How would you rate the staff?

- ☐ Friendly and helpful
☐ Average
☐ Varies on each visit
☐ Poor service

Additional Customer Service Comments:

Supportive Services

What Supportive Services have you used?

- ☐ Attended a training workshop
☐ Attended Annual Networking Mixer
☐ Sought technical assistance (in reading blueprints/specifications/survey; contract dispute with prime contractor or lead consultant; navigating DeIDOT's website; estimating or bidding, etc.)
☐ Consulted with DBE staff on financial management issues, such as cash flow; insurance and bonding; business lines of credit or other financial issues
☐ Consulted with DBE staff regarding business growth i.e. development strategies; how to do business with local, state, and federal government; public relations, marketing, etc.
☐ Other

When you call the DBE Program Office for support service, and are placed on hold, how long is your typical wait?

- ☐ Less than 30 seconds
- ☐ Less than 1 minute
- ☐ 1 to 3 minutes
- ☐ 3 to 5 minutes

When you leave a voicemail message for support service, is your call returned within 24-hours?

- ☐ Yes
- ☐ No

How would you rate the support service staff?

- ☐ Friendly and helpful
- ☐ Average
- ☐ Varies on each visit
- ☐ Poor service

Additional Supportive Service Comments:

About You (optional)

Name				Company		
Address				Phone		
City		State		Zip Code		
E-mail						

Thank you for your participation!